

PROVIDER CONNECTIONS



2022 ISSUE 1

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Message from our Director of Provider Network Management

“As AmeriHealth Caritas Florida continues to increase visibility and plan for growth in the state of Florida, I appreciate your partnership and exceptional care of our valued members.” — Shelley Turcu

Thank you for being an AmeriHealth Caritas Florida provider. We value our partnership with our network providers and the goal we share of helping to improve the quality of care for your patients, our members. We aim to expand our presence to serve more Floridians with access to quality health care in collaboration with you.

Each year our goal is to improve the quality of service to our provider partners and their staff, and every year, we invite your feedback. Your voice counts! AmeriHealth Caritas Florida is conducting its annual Provider Satisfaction Survey. SPH Analytics, a survey research firm, will conduct the survey.

SPH Analytics will mail the survey to a random selection of AmeriHealth Caritas Florida providers. Our goals are to help you serve your patients with the most satisfaction possible. We want to hear about your needs and improve at every opportunity.

Network News

Our new environmentally friendly, no-cost email service for AmeriHealth Caritas Florida providers and administrative support teams — Network News — launched **March 1, 2022**. We are proud to offer this service to help keep you informed of the most important provider news and alerts.

Sign up today for Network News. Signing up is easy. Just visit the provider homepage of our website at www.amerihealthcaritasfl.com.

Performance-based services

Thank you to our participating value-based providers for going beyond to provide quality-driven care and reduce avoidable events. Through value-based programs, AmeriHealth Caritas Florida rewards practices for delivering high-quality and cost-effective care.

If you are not currently participating in one of our programs, contact us at pnm_inquiries@amerihealthcaritasfl.com to learn about the programs offered and see if you qualify.

Shelley Turcu
Director of Provider Network Management
AmeriHealth Caritas Florida

Network News

Let's stay in touch!

Our goal is to keep you informed of the most important provider news and alerts.

Sign up today for **Network News**, our new environmentally friendly, no-cost email service for AmeriHealth Caritas Florida providers and administrative support teams. **Network News will replace fax communications, which will be phased out by July 1, 2022.**

With Network News, you can:

- Receive health plan information on important topics.
- Keep electronic records of important communications.
- Link directly to resources on AmeriHealth Caritas Florida's website.
- Unsubscribe at any time.

Get the most important news on topics such as:

- Agency for Health Care Administration (AHCA) alerts.
- Billing updates.
- Claims and reimbursement information.
- Provider news and education.
- Policy updates.
- State and federal laws affecting plan providers.
- New technologies.

Taxonomy code requirements

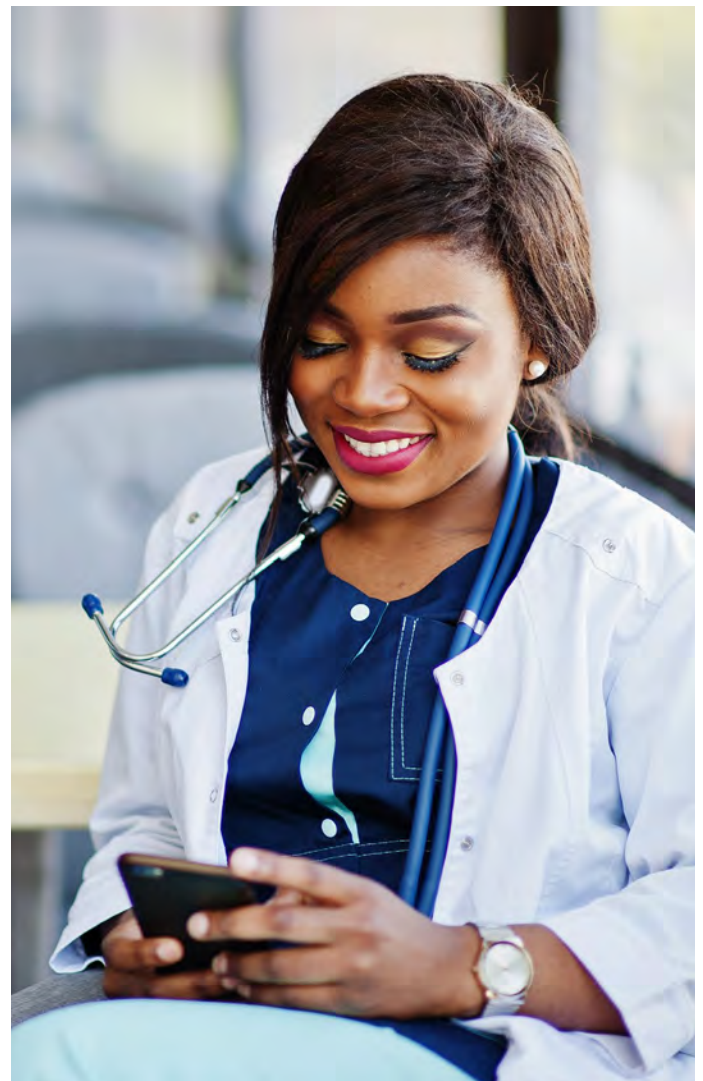
Effective March 1, 2022, AmeriHealth Caritas Florida will require a provider taxonomy code on all claims. Please update your billing systems as soon as possible to prevent claim rejections.

The Agency for Health Care Administration (AHCA) and AHCA's fiscal agent, Gainwell Technologies (Gainwell), have enacted the NPI Crosswalk Elimination initiative, to mitigate NPI Crosswalk data issues. Providers will see multiple changes to the web portal over the next few months regarding NPI Crosswalk. Changes will impact the process for registering, validating, and correcting new and existing provider information. Throughout this initiative, AHCA and Gainwell will keep the provider and health plan communities apprised of changes as they occur via AHCA email alert notifications.

Please frequently visit http://portal.flmmis.com/FLPublic/Provider_AgencyInitiatives/Provider_NPICrosswalk/tabId/140/Default.aspx?linkid=Overview for updates. Information will be posted to this webpage as it becomes available.

NPI usage for claims processing:

- Claims with a date of service on or after **March 1, 2022**, will no longer use the NPI Crosswalk for claims processing.
- Adjustments to claims with a date of service prior to **March 1, 2022**, will continue to use the NPI Crosswalk for claims processing.
- 5010 X12 837 transactions will be required to include a taxonomy that is appropriate for the provider's specialty type and services billed.



Opioids during pregnancy: **helping patients choose wisely**



Opioid use during pregnancy has risen dramatically in recent years. In a 2021 study, the number of women with opioid-related diagnoses at delivery increased by 131% from 2010 to 2017. In 2019, about 7% of women reported using prescription opioid medications while they were pregnant. One in five of those reported they had gotten opioid pain relievers from outside the health care system or were using them for a reason other than to relieve pain.¹

Opioid treatment for chronic pain

According to the Centers for Disease Control and Prevention (CDC), health care providers considering opioid treatment for chronic pain in patients who are pregnant should carefully discuss the benefits and risks of treatment with them.¹

Providers can weigh the following risks for outcomes associated with opioid use during pregnancy. Infants exposed to opioids during pregnancy are more likely to:¹

- Be born early (before 37 weeks of pregnancy).
- Be born with birth defects or poor growth.
- Have a longer hospital stay after delivery.
- Need to return to the hospital within 30 days of being born.

Medication-assisted treatment (MAT) for opioid use

Mothers with opioid use disorder (OUD) need appropriate treatment to improve their health and the health of their babies. The American College of Obstetricians and Gynecologists currently recommends that pregnant women with OUD be considered for medication-assisted treatment (MAT), which has shown improved health outcomes over supervised withdrawal. Pregnant women who are already taking opioids will need appropriate expertise to stop using them, due to the risks for poor health outcomes and relapse.¹

The CDC notes that neonatal abstinence syndrome (NAS) is a potential outcome from both OUD and MAT for treating OUD. Infants born to women who used opioids during pregnancy should have close monitoring for NAS and access to appropriate treatment. The CDC recommends close collaboration with the pediatric care team to help ensure the best care for patient and baby.¹

Source:

1. "About Opioid Use During Pregnancy," CDC, <https://www.cdc.gov/pregnancy/opioids/basics.html>.

Saving lives with naloxone

Although opioid medications can help manage pain when other treatments fail to do so, opioids carry serious risks: misuse, addiction, overdose, and death. Naloxone — sometimes called by one of its brand names, Narcan® — is approved by the Food and Drug Administration (FDA) to quickly reverse an opioid overdose, and help prevent death.¹

Friends, family, and other bystanders have saved lives by administering naloxone. Studies have shown that naloxone has often been the right tool at the right time:²

- A national study showed a decrease of 14% in opioid overdose deaths in states after they implemented naloxone access legislation.
- A Massachusetts naloxone distribution program reduced opioid overdose deaths by an estimated 11% in the program's communities.
- Statistical models have suggested that high naloxone distribution in communities, including among emergency personnel, could prevent 21% of opioid overdose deaths.

What you can do

In July 2020, the FDA recommended that health care professionals discuss naloxone availability with patients when prescribing opioid pain relievers or medications to treat opioid use disorder (OUD).¹

The FDA also suggested it may be appropriate to prescribe naloxone to those at greater risk of opioid overdose. A patient has a higher risk of overdose if they:¹

- Also use benzodiazepines or other central nervous system depressants.
- Have a history of OUD.
- Have had a previous opioid overdose.

Additionally, the FDA recommended that health care professionals consider prescribing naloxone for patients who have household members or other close contacts, including children, at risk for accidental ingestion or overdose of opioids.¹

When prescribing an opioid pain reliever or naloxone, educate patients and caregivers. Let them know:¹

- To take an opioid only how it is prescribed.
- Not to take an opioid with alcohol or certain other medications.
- How to recognize the signs of an overdose.
- How to use naloxone if there is an overdose, and to pass this information on to friends and family in case of emergency.
- That the effects of naloxone are temporary, and to call 911 right away even when naloxone has been given.

Patients who would like to acquire naloxone can ask a pharmacy team member at any Walgreens, Publix, Walmart, or any of our network pharmacies. They can also call PerformRxSM Member Services at **1-855-371-3963**.

Sources:

1. "FDA Recommends Health Care Professionals Discuss Naloxone With All Patients When Prescribing Opioid Pain Relievers or Medicines to Treat Opioid Use Disorder," FDA, <https://www.fda.gov/drugs/drug-safety-and-availability/fda-recommends-health-care-professionals-discuss-naloxone-all-patients-when-prescribing-opioid-pain>.
2. "Naloxone for Opioid Overdose: Live-Saving Science," National Institute on Drug Abuse, <https://nida.nih.gov/publications/naloxone-opioid-overdose-life-saving-science>.



Improving access to medication-assisted treatment (MAT)

Florida Medicaid currently covers medications used in MAT. The Florida Medicaid fee-for-service delivery system has implemented an edit for Medicaid recipients. Effective September 15, 2021, AmeriHealth Caritas Florida also implemented this edit to facilitate access and remove barriers (i.e., paper prior authorization) in obtaining MAT drugs:

- Automatic approval of MAT for Florida Medicaid recipients age 16 or older who have a diagnosis of opioid use disorder in the Florida Medicaid pharmacy database.

This MAT edit allows recipients to receive the following oral preferred buprenorphine-containing medications:

- Buprenorphine sublingual tablets.
- Buprenorphine/naloxone tablets.
- Suboxone® film (buprenorphine/naloxone).
- Zubsolv® sublingual tablets (buprenorphine/naloxone).

CME and training opportunities

AHCA recommends the following no-cost continuing medical education (CME) and training opportunities.¹

No-cost SBIRT online CME program

In this online CME program from the University of Florida, providers will learn tips for using Screening, Brief Intervention, and Referral to Treatment (SBIRT) in their daily practices for the evaluation and management of patients who are pregnant.

At the conclusion of the CME program, participants will be able to:

- Perform SBIRT in their daily practice.
- Recognize appropriate circumstances to conduct SBIRT.
- Select screening tools suitable to the provider's practice.

Source:

1. Agency for Healthcare Administration (AHCA), Florida Medicaid Health Care Alerts Archive, https://ahca.myflorida.com/Medicaid/archive_alerts_90-day.shtml.

- Recommend appropriate treatment options.
- Apply reimbursement opportunities.

AHCA invites all physicians and physician extenders to participate in the training. In particular, obstetricians, family physicians, internal medicine physicians, primary care providers, and hospital physicians are encouraged to participate to aid their front-line service in health care.

The CME is available to providers at **[the University of Florida College of Medicine Continuing Medical Education webpage](#)**. The program expires on **August 11, 2023**.

No-cost buprenorphine CME trainings available for OB providers

The Florida Perinatal Quality Collaborative is offering two free CME trainings on buprenorphine use in obstetrical practice. Visit **[Vanderbilt University Medical Center training page](#)** to participate in the trainings.

The first module describes the basics of buprenorphine treatment during pregnancy, and the second module details how to implement prescribing for buprenorphine in your obstetrical practice.

We encourage you to take advantage of these opportunities, as they support AHCA's efforts for reducing rates of neonatal abstinence syndrome (NAS) and improving birth outcomes for members. The CME programs expire on **November 15, 2023**.

HEDIS® 101 provider training

We invite your office to join us for our next HEDIS training webinar:

AmeriHealth Caritas Florida's Quality department offers a HEDIS 101 training. The training highlights:

- AHCA's targeted quality measures.
- Benefits of bidirectional data and secure access to electronic medical record systems.
- Updates to telehealth billing.
- Healthy Behaviors programs.

Please view and register for training opportunities on our website at **www.amerithealthcaritasfl.com/provider/training-and-education/index.aspx**.

Member rights and responsibilities

AmeriHealth Caritas Florida is committed to complying with all applicable requirements under federal and state law and regulations pertaining to member privacy and confidentiality rights. Learn more about member rights and responsibilities on our website at www.amerhealthcaritasfl.com. A PDF resource is available there for download and printing. Please share this information with your AmeriHealth Caritas Florida patients, if asked.

Provider rights

AmeriHealth Caritas Florida is committed to complying with all applicable requirements under federal and state law and regulations pertaining to provider rights. As a provider, you have the right to:

- Review information submitted to support your credentialing application. This includes any information you submit or any outside information obtained through primary source verification. The Credentialing department will share all information with you, with the exception of references, recommendations, or peer-review protected information.
- Correct erroneous information. You will be notified by phone or in writing of the discrepancy. You will be requested to return, within 10 business days, confirmation acknowledging communication of

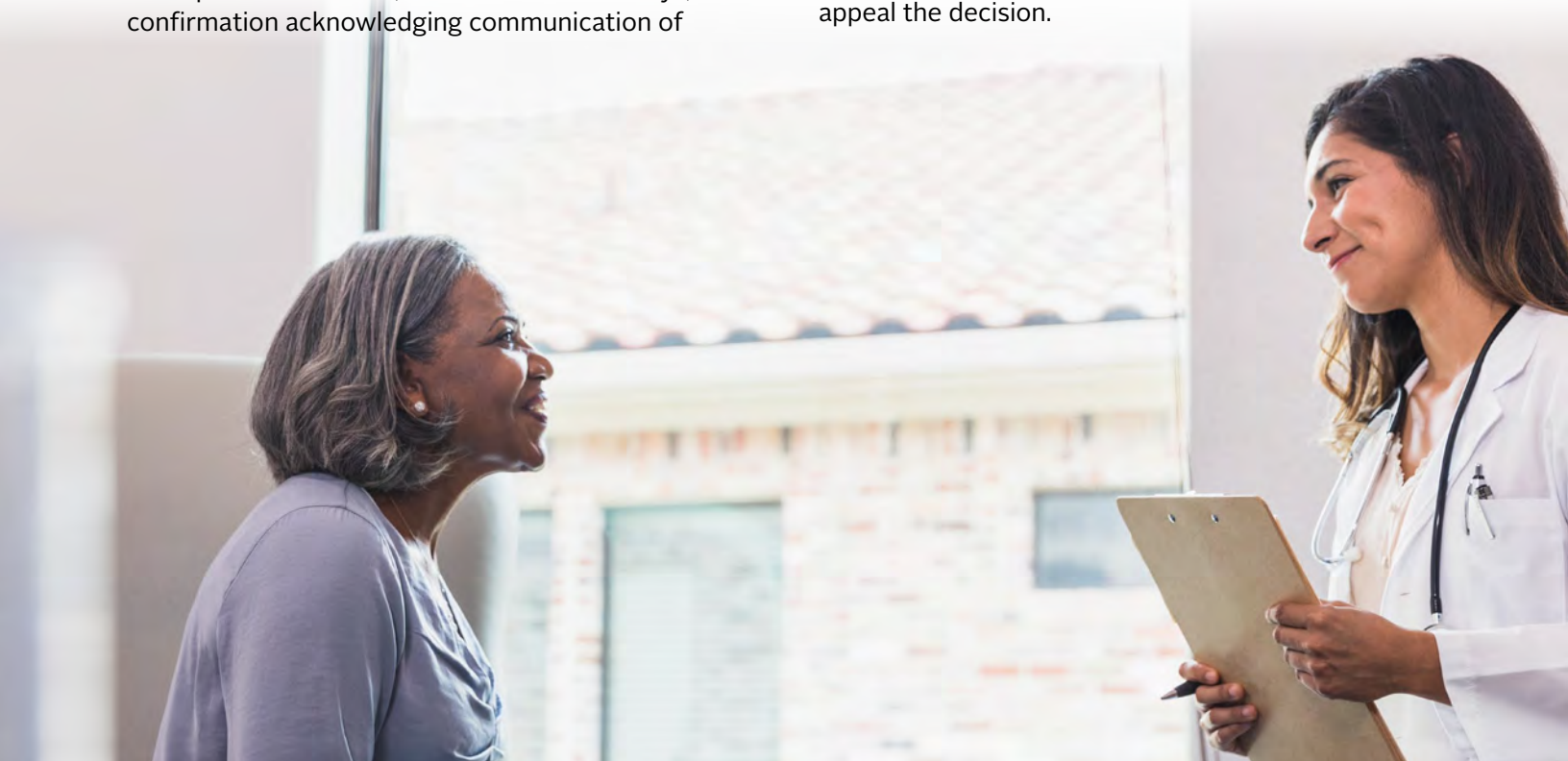
the discrepancy and will be required to submit a written explanation or provide an amended application. Submit corrections to the Credentialing department at credentialingsupport@amerihealthcaritasfl.com.

- Be informed of the status of your credentialing or recredentialing application upon request. The Credentialing department will share all information with you, with the exception of references, recommendations, or peer-review protected information. You can request this information by phone, by email, or in writing. We will respond to you by email or phone.

You have the right to appeal adverse credentialing determinations

If a provider or organizational provider's application is terminated from participation during the recredentialing process, the provider or organizational provider may appeal or dispute the termination. Denial of participation in the AmeriHealth Caritas Florida network during initial credentialing does not have appeal rights.

If AmeriHealth Caritas Florida denies or terminates a provider during credentialing or recredentialing, a notification will be sent to the provider within the time frame required by the contract, state regulation, or accreditation body. The notification will include the reason for the decision, notification of the right to appeal the action (when applicable, i.e., recredentialing), and time frames regarding response for a request to appeal the decision.





Telehealth solutions

In addition to telehealth services that may be offered at your practice, AmeriHealth Caritas Florida is expanding member access to care with an additional option for telehealth services through MDLIVE®. This service is intended to complement your services when they are not accessible, enhancing patient access to care.

You can become a telehealth provider through MDLIVE. If you are interested, please visit www.mdlive.com/provider.

Why telehealth?

When your patients get sick, your office is likely the first place they call. But various circumstances may not allow for the most timely in-person care. We know you have been working to help your patients receive the care they need during this time.

Telehealth through MDLIVE is one more option to help our members receive timely access to care. A telehealth visit enables quick access for low-acuity patients who are unable to take time off from work or who have transportation or mobility barriers to receiving in-person care.

Pediatric therapy

Need assistance finding a pediatric physical therapist, occupational therapist, speech therapist, or respiratory therapist?

We can help! Please contact our Provider Network Management Manager at PNM_inquiries@amerihealthcaritasfl.com.

Patients with urgent medical concerns are encouraged to visit urgent care or the ER, but telehealth may help patients get appropriate care and avoid unnecessary visits to urgent care or the ER.

What about continuity of care?

MDLIVE is committed to helping ensure that patients follow up with their existing PCP for continuity of care. With patient consent, the PCP will receive access to patient visit information.

Why MDLIVE?

Telehealth visits through MDLIVE offer:

- Privacy and protection via MDLIVE's secure platform.
- Flexibility to use secure video or phone options.
- E-prescription capabilities.

How can my patients access MDLIVE?

Patients who are AmeriHealth Caritas Florida members may go to www.mdlive.com/acfl to get started. Registration only takes a few minutes. MDLIVE also offers our members a no-cost app via the Apple App Store® and Google Play™ store for Android.

Please note: The app has no cost to members, but standard data and messaging fees may apply.

Is MDLIVE looking for providers to deliver telehealth services?

Yes. If you are interested in becoming a telehealth provider through MDLIVE, please visit www.mdlive.com/provider.



How to access criteria for Utilization Management decisions

AmeriHealth Caritas Florida's Utilization Management (UM) team bases coverage decisions only on the appropriateness of care and the service provided. AmeriHealth Caritas Florida does not reward health care providers for denying, limiting, or delaying benefits or health care services. We also do not reward our staff for making decisions about the medical necessity of services or benefits that increase or decrease health care coverage and services.

All AmeriHealth Caritas Florida providers and members may receive, at no cost, a copy of our criteria for UM determinations. Our provider and member handbooks, and UM determination letters, describe how to obtain a copy of the clinical criteria we use for UM determinations.

To receive a faxed copy of these criteria, providers may contact the UM team at **1-855-371-8074**.

Pharmacy contact information

PerformRxSM provides pharmacy benefit management services to AmeriHealth Caritas Florida:

- You may fax prior authorization requests to PerformRx at **1-855-825-2717**.
- You may call Provider Services at **1-800-617-5727** for assistance.

Have pharmacy questions? Call the Pharmacy Help Desk at **1-855-371-3963**, 24 hours a day, seven days a week.

Upon approval of a specialty authorization, you may forward the corresponding prescription to PerformSpecialty[®] via fax at **1-844-489-9565** for prompt service. You may call them at **1-855-287-7888**.

Preferred Drug List (PDL)

You can find recent changes to the PDL, effective January 1, 2022, at www.amerhealthcaritasfl.com.

You can find additional information on the drug formularies by visiting https://ahca.myflorida.com/Medicaid/Prescribed_Drug/pharm_thera/index.shtml.



Fraud Tip Hotline: 1-866-833-9718, 24 hours a day, seven days a week.
Secure and confidential. You may remain anonymous.

Medical record criteria

AmeriHealth Caritas Florida providers must keep medical records in a secure location to help ensure the member's privacy. All medical records, Medicaid-related member cards, and communications are to be maintained for 10 years, according to legal, regulatory, and contractual rules of confidentiality and privacy. AmeriHealth Caritas Florida providers must maintain a medical records system that is consistent with professional standards. Providers are to deliver prompt access to records for review, survey, or study if needed.

Medical records should reflect all services and referrals supplied directly by all providers. This includes all ancillary services and diagnostic tests ordered by the provider, and the diagnostic and therapeutic services for which the provider referred the member. Members' medical records must be treated as confidential information and be accessible only to authorized persons.

Medical records must be in accordance with the standards in the Provider Manual and the standards listed below:

- History and physicals.
- Allergies and adverse reactions.
- Problem list.
- Medications.
- Clinical findings.
- Evaluation of each visit.
- Preventive services and risk screenings.

Providers are required to adhere to the requirements in safeguarding the confidentiality of member medical records. In addition, providers must ensure compliance with the privacy and security provisions of the Health Insurance Portability and Accountability Act (HIPAA).

A member or authorized representative must sign and date a release form before any clinical or case records can be released to another party. Clinical and case record release must be consistent with state and federal law.

Providers are also required to comply with the privacy and security provisions of HIPAA, and are further required to maintain the confidentiality of a minor's consultation, examination, and treatment for a sexually transmitted disease, in accordance with s. 384.30(2) F.S.

AmeriHealth Caritas Florida conducts record review audits to help ensure adherence with our medical record documentation standards and guidelines, and compliance with state and federal rules, laws, and contractual obligations.

Refer members to Care Management

AmeriHealth Caritas Florida has Care Managers to help keep our members healthy. Our Care Management programs help with long-term illnesses, injuries, pregnancy, and mental health. We have health programs for asthma, pregnancy, heart problems, diabetes, COPD, and sickle cell anemia. These programs are offered to members at no cost to them. Please visit www.amerihhealthcaritasfl.com for more information.

We welcome you to refer members for support from our clinical Care Managers. Our Care Managers are registered nurses who assist members with coordinating care and linking to services that best meet their needs.

If you have a member who is struggling to connect with AmeriHealth Caritas Florida services or has special health care needs, please call our Rapid Response and Outreach Team at **1-855-371-8072**.

Searchable online provider directory

Your practice demographic information is important. Please visit www.amerihhealthcaritasfl.com/provider/find-provider/index.aspx to review and confirm that your information in our provider directory is accurate. If you notice any errors in the directory, please notify your Account Executive or Provider Services at **1-800-617-5727**.

Healthy Behaviors programs

AmeriHealth Caritas Florida offers Healthy Behaviors programs for eligible members to earn rewards for reaching certain health milestones. Members can earn up to a \$50 reward per program. There is no limit on how many programs members can complete. For a complete list of Healthy Behaviors programs, eligibility requirements, and associated forms, please visit www.amerhealthcaritasfl.com.



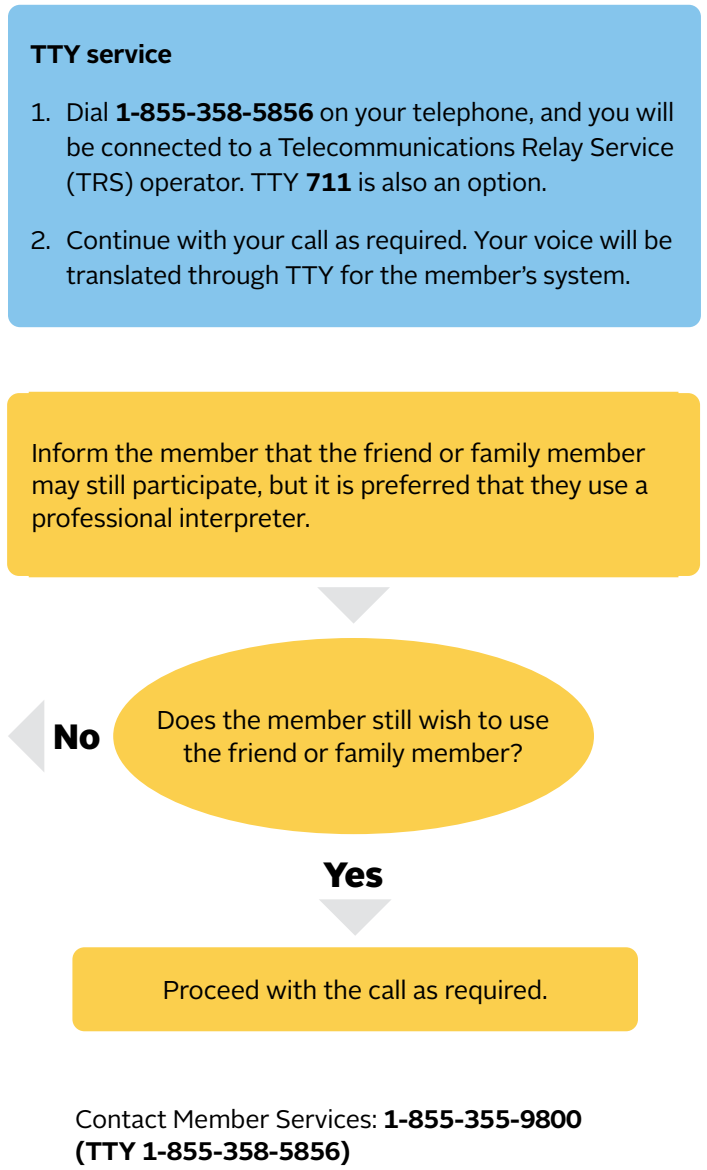
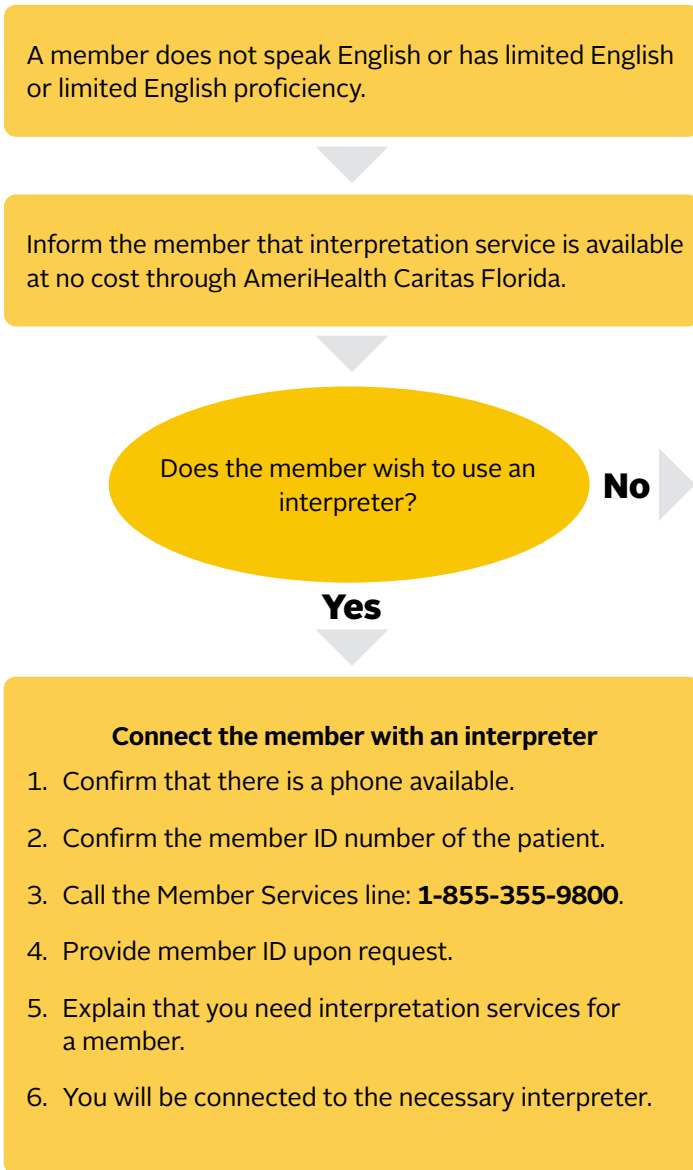
Flowchart for Accessing No-Cost Interpretation Service

Connect to an interpreter or TTY service at no cost for AmeriHealth Caritas Florida members.

Start

Language Interpretation

TTY Outbound



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